



PATENT
Attorney Docket No.: NUASI-00101

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)	Group Art Unit:
Carl Schoeneberger et al.)	Examiner:
Serial No.: 10/632,615)	<u>TRANSMITTAL LETTER</u>
Filed: July 31, 2003)	162 N. Wolfe Road
For: CONTACT CENTER)	Sunnyvale, CA 94086
ARCHITECTURE)	(408) 530-9700
_____)	Customer No.: 28960
)	

Commissioner of Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Enclosed please find a Supplemental Information Disclosure Statement, and Form PTO-1449, including copies of the references contained thereon, for filing in the U.S. Patent and Trademark Office.

The Commissioner is hereby authorized to charge any additional fee or credit overpayment to our Deposit Account No. 08-1275. **An originally executed duplicate of this transmittal is enclosed for this purpose.**

Respectfully submitted,
HAVERSTOCK & OWENS LLP

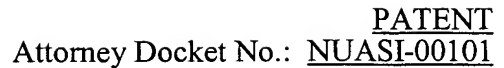
Dated: 10/21/03

By: Thomas B. Haverstock
Thomas B. Haverstock
Reg. No.: 32,571

Attorneys for Applicant

CERTIFICATE OF MAILING (37 CFR § 1.8(f))
I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the U.S. Postal Service on the date of this filing and sufficient postage as first class mail in an envelope addressed to the:
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Carl Schoeneberger et al

Serial No.: 10/632,615

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For: **CONTACT CENTER
ARCHITECTURE**

Group Art Unit:

Examiner:

SUPPLEMENTAL INFORMATION **DISCLOSURE STATEMENT**

162 N. Wolfe Road
Sunnyvale, CA 94086
(408) 530-9700

Customer No. 28960

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

The citations listed below, copies attached, may be material to the examination of the above-identified application, and are therefore submitted in compliance with the duty of disclosure defined in 37 C.F.R. §§ 1.56 and 1.97. The Examiner is requested to make these citations of official record in this application.

- U.S. Patent No. 6,046,762;
- “Declaration of Kevin McPartlan”, 2 pp.;
- “Declaration of Carl Schoeneberger”, 2 pp.;
- Dr. D. E. Brown, “The Interaction Center Platform™”, Interactive Intelligence, April 6, 2001, pp. 1 of 31;
- M. Taylor, “Integrated Versus Unified CTI - What’s the Difference?”, Interactive Intelligence, <http://www.inin.com/news/presscoverage/presscoverage.asp?id=14>, August 2, 2001, pp. 1 of 9;
- CosmoCom, “CosmoCall Universe™ Technology Overview”, <http://www.cosmocom.com/Productinfo/techover.htm>, August 2, 2001, pp. 1 of 3 and;
- “Using SNMP to Manage Your Call Center More Efficiently”, 2001 Aspect Communication Corporation, 12 pp.

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Attorney Docket No.: NUASI-00101

This Supplemental Information Disclosure Statement under 37 C.F.R. §§ 1.56 and 1.97 is not to be construed as a representation that a search has been made, that additional information material to the examination of this application does not exist, or that anyone or more of these citations constitutes prior art.

Respectfully submitted,
HAVERSTOCK & OWENS LLP

Dated: 10-21-03

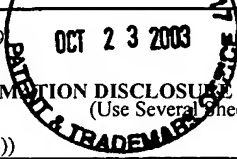
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Date: 10-21-03 By: [Signature]

FORM PTO-1449 (Modified)				U.S. Department of Commerce Patent and Trademark Office		Attorney Docket No.: NUASI-00101		Serial No.: 10/632,615	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use Several Sheets If Necessary)						Applicant: Carl Schoeneberger et al.			
(37 CFR § 1.98(b))						Filing Date: July 31, 2003		Group Art Unit:	

U.S. PATENT DOCUMENTS							
Examiner Initials	Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date	
	AA	6,046,762	Sonesh et al.	348	16	03/01/97	
	AB						
	AC						
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						
	AL						
	AM						
	AN						
	AO						

FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS								
	Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation		
						Yes	No	
	AP							
	AQ							
	AR							
	AS							
	AT							

OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)	
AU	"Declaration of Kevin McPartlan", 2 pages
AV	"Declaration of Carl Schoeneberger" 2 pages
AW	Dr. D. E. Brown, "The Interaction Center Platform™", Interactive Intelligence, April 6, 2001, pp. 1 of 31 /
AX	M. Taylor, "Integrated Versus Unified CTI - What's the Difference?", Interactive Intelligence, http://www.inin.com/news/presscoverage/presscoverage.asp?id=14 , August 2, 2001, pp. 1 of 9 /
AY	CosmoCom, "CosmoCall Universe™ Technology Overview", http://www.cosmocom.com/Productinfo/techover.htm , August 2, 2001, pp. 1 of 3 /
AZ	"Using SNMP to Manage Your Call Center More Efficiently", 2001 Aspect Communication Corporation, 12 pp.
BA	
BB	
BC	

Examiner:	Date Considered:
EXAMINER: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	